

# Nottingham Council Housing News



Merry  
Christmas!

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## Meet the Housing Assurance Board

**Our Housing Assurance Board is made up of 13 tenants and leaseholders and their role is to scrutinise our services, make recommendations to help us to improve and to hold us to account on what we say we'll do.**

The 13 were chosen from a fantastic 250 applications received – which shows just how much so many of you want to support us to improve. We've followed up with everybody who applied to talk to them about other ways they can get involved with us.

The Board met officially for the first time in October, and will meet around six times each year. At the meeting, Tanaiya Daniel was elected Chair and Tom Shaw was elected Vice-chair.



Tanaiya said: "I'm honoured to have been elected as the first Chair of the Housing Assurance Board and I'm excited to work alongside my fellow Board members and colleagues from Housing Services.

"I see our role as serving as a critical, yet supportive partner to Nottingham City Council Housing Services and, together, we're committed to driving improvements that will benefit all tenants and leaseholders.

"Drawing on our collective experience as tenants and leaseholders, we'll ask important questions, scrutinise and hold the Council accountable to make sure that they deliver exceptional services that make a lasting, positive difference in the lives of those we represent."

You can read the minutes of the first meeting of the Housing Assurance Board and the dates of future meetings on our website at [www.ncchousing.org.uk/hab](http://www.ncchousing.org.uk/hab).

# Winter is coming

Winter is upon us – and there are things you can do to keep your home safe and warm throughout the colder months.

## Avoid frozen or burst pipes

Water pipes and taps that might be exposed to freezing temperatures – for example, pipes and taps that are outside or are in sheds or lofts – are at risk of freezing when temperatures drop.

Wrapping these pipes in lagging, cloths or old towels can help protect them, but the best way to avoid frozen pipes is to leave your heating on at a low setting. If you're going out, or you'll be away for a while, keep your heating on and set your thermostat to 10 degrees.

If you think a pipe has frozen, turn the mains water supply off at the stop tap (which is usually under your kitchen sink or in an airing cupboard). Then turn on your cold taps to relieve the pressure on the frozen pipe. Let the pipes thaw out naturally.

Never use direct heat such as a flame to thaw frozen pipes, and don't pour boiling water on them as it can crack the pipe. If your pipe does burst, call us immediately on **0115 915 2222**.



## Beat condensation and mould

When it's cold, we close the windows and put the heating on – which can lead to condensation, which can in turn make your home feel damp and, in worst case scenarios, develop mould.

Condensation happens when moisture in the air hits cold windows and turns to water, usually because a lack of ventilation. Stop condensation by opening a window (it doesn't have to be wide, it can just be on the latch) for just 10 minutes a day – it'll make a massive difference.

### It also helps if you:

- put lids on pans and use the extractor fan while cooking
- if you have a vented tumble dryer, make sure it's vented to outside
- if you're drying clothes on radiators, open a window
- get a moisture collector / absorber – they're small plastic boxes containing (usually refillable) gel or crystals which absorb moisture when put near a window
- move furniture away from walls so that warm air can circulate
- don't use paraffin or bottled gas heaters
- open kitchen and bathroom windows when cooking or washing
- don't cover over any air vents, and make sure the ventilation slots at the top of your windows are open.

**You can treat mould yourself** – you just need to keep on top of it. As soon as you see it, start wiping down affected areas every day. You can get anti-mould spray from supermarkets and discount stores, and it really works.

If you've tried treating mould yourself but it persists, please call us on **0115 915 2222**.



# Christmas money saving tips

You don't need to spend a fortune to enjoy the festive period. There's a sackful of things you can do to have a great Christmas and avoid the January debt hangover.

Here are a few of our top Christmas money saving tips:

## Don't forget everyday bills

When money's tight, it's really important to try and prioritise the everyday costs – like your rent, utility bills, food costs over and above the extra costs for Christmas.

## Work out what you can afford

Christmas is just one day – don't ruin the rest of the year worrying about how you're going to pay what you've spent. Be honest with yourself and what you can afford to spend.

Make a budget and stick to it. The Money Saving Expert has a great FREE budget planner that will really help:

[www.moneysavingexpert.com/banking/budget-planning](http://www.moneysavingexpert.com/banking/budget-planning).

## Avoid unnecessary presents

It's easy for gift giving to get out of control. And if you get a gift from a friend, you can feel you have to give one back. Why not agree with some of your friends not to give each other presents. Or do a Secret Santa instead – and set a £5 or £10 limit?

You might find that giving the gift of not buying gifts is the best present you could give to your friends this Christmas.

## Grab the discounts when you see them

If you've got a list of who you need to buy for, when you see what they'd like at a price you can afford, whatever the time of year, get it and keep it safe ready for Christmas.

Don't be afraid to shop around – try as many places as possible to find the best deal. And be wary of extended warranty offers – the cost of a repair will often be cheaper than cost of the warranty.

## Create priceless Christmas memories

The chances are that the best Christmases aren't the ones where you've spent the most money, they're the ones where you've spent quality time with friends and family.

## Don't be afraid to go cold turkey

If you can't afford Christmas, don't be afraid to go cold-turkey. See family, friends, watch TV. Christmas is one day a year.

## Make a list – and check it twice

Christmas shopping on impulse is dangerous. Making an old-fashioned shopping list and sticking to it will really help.

## Spend your time, not your money

Many people can feel lonely and isolated over the festive season. Why not give the gift of some of your time this Christmas by helping neighbours and the elderly who may be struggling. Or you might even think about doing some volunteering to help those less fortunate?

Take a look at Nottingham Community and Voluntary Service's website to find out more: [www.nottinghamcvs.co.uk](http://www.nottinghamcvs.co.uk).

## Unused gifts from last year? Flog 'em!

If a few quid more in the Christmas fund would help and you've got presents that were given to you in the past that you've never used, why not sell them? Vinted, Ebay or Facebook Marketplace are a good place to start.

## Try not to borrow for Christmas

It's far better to budget than borrow at Christmas if at all possible. And don't just run-up an overdraft with your bank, without talking to them first as unarranged overdrafts can be very expensive.

If you do decide you need to borrow, never use loan sharks to get access to cash.

If your income is low, there are reputable lenders like Notts and Lincs Credit Union that promote affordable lending – and you can borrow from as little as £100.

Go to [www.nottsandlincscu.co.uk/affordable-loans](http://www.nottsandlincscu.co.uk/affordable-loans) to find out more.

## Start planning for next Christmas

Once Christmas is over, if you can afford to start saving a little ready for next Christmas, that might really help.

And don't forget that things like decorations, cards, wrapping paper costs gets slashed by retailers straight after Christmas – so there's a chance to get some real bargains that will save you for next year!

## If you're struggling, please talk to us!

Remember that the best Christmas present you can give is keeping the roof over your head and paying your rent.

Call us on 0115 915 4920, email [moneymatters@nottinghamcity.gov.uk](mailto:moneymatters@nottinghamcity.gov.uk) or text the word DOSH followed by your name and message to 80800 and we'll call you back.

# Benefits – are you getting everything you're entitled to?

Times are tough at the moment – the cost of living crisis is hitting us all hard, and Christmas is coming.

If you're struggling, you can always get in touch with our Tenancy Sustainment Team. They're here to help you manage your money and make sure you're getting everything you're entitled to in terms of benefits and support.

## Talk to them if you need a bit of extra support with things like:

- checking and claiming benefits
- debt issues
- managing your money
- furniture and charitable grants.

## Pension Credit

If you're over State Pension age, you might be able to claim Pension Credit.

## People who claim may also be able to get:

- the Winter Fuel Payment and other help with heating costs
- help with rent and Council Tax
- a free TV Licence if you're over 75
- help with the cost of some NHS services.

To be eligible, your weekly income needs to be below **£218.15**, or **£332.95** if you live with a partner.

You can check your eligibility at [www.gov.uk/pension-credit](http://www.gov.uk/pension-credit).

## How Tenancy Sustainment can help

Donna from our Tenancy Sustainment team had some lovely feedback recently from a resident who was under-occupying a property and was in arrears with both their rent and their council tax.

Donna helped the resident apply for backdated Severe Disability Premium, and they're due to get a backdate of more than £10k, which means they can clear their rent and council tax arrears in full – and they'll still have more than £4,000 a year more to help cover their rent shortfall. The resident commented, "You have literally changed my life in less than 24 hours and I can't thank you enough."

You can call the team on **0115 915 4920**, email [moneymatters@nottinghamcity.gov.uk](mailto:moneymatters@nottinghamcity.gov.uk) or text DOSH to **80800** for free followed by your name and message, and we'll call you back.

# Housing Patch Managers – helping you to live happily in your home

## Housing Patch Managers (HPMs) deal with a wide range of tenancy and housing issues – including dealing with anti-social behaviour and neighbour disputes.

They work closely with partners and community groups, including the police, the city council, tenants and residents' associations and others to improve the quality of life on your street and in your neighbourhood.

They also take part in estate inspections with your local councillors to spot issues so they can be sorted.

If you need the help of a HPM with a tenancy or housing issue, you can call us on **0115 746 9555** between 8.30am and 4.50pm, Monday to Friday. We have a team available who can respond to your housing enquiry when you call.

They will see your enquiry through from the start to the end. Or if it needs to be passed to another department, or to somebody else, they'll let you know this before that happens.

If you need to call us to report a repair, the number you need is **0115 915 2222**.



# Working together to deal with complaints

Our aim is to provide our services to you right first time and to listen, advise and make sure we find solutions to your issue.

If you're not happy with something we've done, we want to hear about it so that we can put it right and make sure it doesn't happen again.

## Please get in touch with us:

- For repairs call **0115 915 2222**.
- For rents call **0115 915 4920**.
- For tenancy enquiries call **0115 746 9555**.
- Or you can email us at [feedback@nottinghamcity.gov.uk](mailto:feedback@nottinghamcity.gov.uk).

But if after speaking with us, you feel we haven't been able to help you to your satisfaction, we have a straightforward complaints process that you can follow.

## You can make a complaint in a number of ways:

- Completing a short form on our website at [www.ncchousing.org.uk/complaints](http://www.ncchousing.org.uk/complaints).
- Emailing [feedback@nottinghamcity.gov.uk](mailto:feedback@nottinghamcity.gov.uk).
- Calling us on **0115 915 7333** (Monday to Friday from 8.30am to 4.50pm).
- Writing to us at Nottingham City Council Housing Services, Customer Relations Team, Loxley House, Station Street, Nottingham NG2 3NG.
- Sending us a direct message on Facebook ([facebook.com/NottmCCHousing](https://www.facebook.com/NottmCCHousing)) or X (formerly Twitter) ([x.com/NottmCCHousing](https://x.com/NottmCCHousing)).

**When you make a complaint, we'll support you through the process and follow a two-stage process:**

### Stage 1 – Investigation

We'll log your details, and the reasons for your complaint and then carry out an investigation. We'll give you a response within **10 working days**.

### Stage 2 – Review

If you feel the issue has not been resolved to your satisfaction, you can ask for your complaint to be escalated to a Nottingham City Council Housing Services Director. We'll then send you a final response within **20 working days of being escalated**. This is the final stage in our complaints process and your case will be closed.



## The Housing Ombudsman

If you don't think that things have been resolved, you can ask for your complaint to be reviewed by the Housing Ombudsman (or the Local Government Ombudsman if the complaint is about the allocations process).



They'll investigate your complaint and gather evidence to help them reach a decision. They'll keep you up-to-date with the results of their investigation. Their decision is final, and there is no right of appeal. Details on how to contact them can be found on their website – [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk).



## Make Things Right

This government campaign aims to make sure more social housing residents who need support know how to make a complaint. It's based on the idea that everyone deserves a home that is safe, secure and well maintained.



Find out more at [www.socialhousingcomplaints.campaign.gov.uk](http://www.socialhousingcomplaints.campaign.gov.uk).

# Tenant Satisfaction Measures 2024/25 half yearly report

We made a commitment that we would continue to keep you informed about the results of the Tenant Satisfaction Measures surveys that we've been running for the last year and a half.

We published a half and full year report of our 2023/24 TSM results in past editions of this newsletter and they're also available to read on our website at [www.ncchousing.org.uk/tsm](http://www.ncchousing.org.uk/tsm).

All social landlords, with more than 1,000 homes, must report their results to the Regulator of Social Housing each year. We sent our 2023/24 results to the Regulator earlier in the summer.

In October, The Regulator completed an inspection of our housing services. The inspection used information from what you've told us in the surveys to help inform their inspection. They used this to question and scrutinise us on areas where you have said we need to improve.

We'll find out the results of their inspection in the new year and will let you know this through our website and in the next edition of this newsletter.

## 2024/25 half yearly report

At the time of going to print, we're halfway through the third round of surveys for this year – and many thanks, as always, to everybody who has taken the time to give us their views so far.

As you know, we carry out four surveys each year, talking to at least 550 tenants each time so that we can be confident that what you tell us is representative of all our residents. We use a specialist social housing company, Acuity, to do the surveys on our behalf. The number to look out for if you're called is 0115 794 0061.













The final set of surveys for this year will take place between **Monday 17 February to Saturday 8 March**. Once completed, we'll publish the results for the whole year.

To find out all about the telephone surveys, go to [www.ncchousing.org.uk/TSM-survey](http://www.ncchousing.org.uk/TSM-survey).

In the meantime, we're publishing the results from the first two surveys we've run from this year. You can see these results, as well as the overall result from 2023/24 for comparison, in the table over the page.

We're also required to publish the results of a series of management information measures, that demonstrates how we're performing in different areas. They are available on our website at [www.ncchousing.org.uk/TSM-2425-half-year-report](http://www.ncchousing.org.uk/TSM-2425-half-year-report).



TSM satisfaction-based measure	2024 / 25 half-year result	2023 / 24 annual result	Trend
 Overall satisfaction with services provided	58%	61%	↓
 Satisfaction that your home is safe	78%	72%	↑
 Satisfaction that we treat you fairly and with respect	77%	71%	↑
 Satisfaction that we keep you informed about things that matter to you	74%	71%	↑
 Satisfaction with the way we deal with anti-social behaviour	65%	64%	↑
 Satisfaction that your home is well-maintained	64%	63%	↑
 Satisfaction that we make a positive contribution to your neighbourhood	62%	65%	↓
 Satisfaction with repairs that we've done in the last 12 months	63%	64%	↓
 Satisfaction that we keep communal areas clean and well-maintained	60%	61%	↓
 Satisfaction with the time taken to complete your most recent repair	56%	57%	↓
 Satisfaction that we listen to your views and act on what you say	55%	52%	↑
 Satisfaction with the way we handle complaints	35%	27%	↑

**Overall satisfaction – 58%**

Although overall satisfaction for the first half of this year is down slightly on last year's overall result, satisfaction levels have been increasing across the last three surveys we've completed – from 56% in February to 61% satisfaction in September. There is clearly much work still to do to see higher satisfaction levels but we're hopeful that this upward trend over the last three surveys will continue.

## Where we're continuing to improve

There are areas where satisfaction levels have increased from last year's overall result – notably satisfaction that your home is safe, that we treat you fairly and with respect and that we keep you informed about things that matter to you. These increases in satisfaction are from an already high-level and is something that we will work hard to maintain.



Your safety is, and always will be, our number one priority and it's pleasing that the hard work we put in to making sure you feel safe in your home is shown in this result (see page 25 to see what we've done around safety in the last year).

The safety of our high-rise residents is something that we've been particularly focussed on and something we continue to do a lot of work on. This is having a positive impact that's shown by the fact that it is our high-rise residents who feel most satisfied that their home is safe.

Treating you fairly and with respect is so important to be able to build strong relationships with you and we'll continue to make sure that we do that. And through our newsletter, website and social media, as well as through targeted communications as required, we'll continue to keep you informed and up-to-date with important and useful information to help you live safely and happily in your home.

## Complaints

The way we handle complaints remains the lowest of our satisfaction measures at 35%. This is, however, the largest increase in satisfaction that we have seen across all our Tenant Satisfaction Measures – up eight percentage points from last year's overall result of 27%.



There's a long way to go, but we are hopeful that the work we've been doing over the last 18 months to improve is starting to have an impact. The number of complaints we're receiving is now at the lowest for 12 months, with the number of compliments we've received almost doubled.

We continue to hold weekly complaints clinics with senior managers looking at complaints we receive to help us understand what's gone wrong and how to stop it happening.



As a part of the satisfaction survey, we've introduced some new follow-up questions about complaints. This is helping us to understand where in the complaints process we're not getting things right.

And you can find in this edition of the newsletter information about the process to follow if you need to make a complaint, as well as the ways to get in touch with us so we can try and put it right before you feel the need to complain (see pages 10 and 11).

## Listening to and acting on what you say

Like with complaints, satisfaction levels on listening and acting on what you say are much lower than we would like, at **55%**. But this has been the second largest increase in satisfaction – up three percentage points compared to last year's overall result.

We've been doing a number of things recently to address this, which we're hopeful will make an impact. Our new Housing Assurance Board is now in place. Made up of 13 tenants and leaseholders, their role is to scrutinise our services, make recommendations and hold us to account on what we'll say we'll do to improve (see pages two and three to find out more).



Through our Tenant Involvement Team, we hold regular 'diary room' sessions with tenants to get your views on camera. We share these with our teams to help us understand the frustrations you have, and your ideas of ways we can improve (see page 17 to find out where our next session will be held).

Our Menu of Involvement is our new way of letting you know about the many ways you can get involved with us to make a difference (see page 17 for more).

## Where we've still got work to do

These results show that in a number of areas there is still work to do to improve, with satisfaction levels remaining lower than where we would want them to be across a number of the measures.

Satisfaction with repairs, maintenance of communal areas and that we make positive contribution to your neighbourhood have all seen a small drop in satisfaction from last year.

In respect of repairs, we've updated our Repairs Service Standards that outline what you can expect from us in terms of repairs. You can read those on our website at [www.ncchousing.org.uk/repairs-service-standards](http://www.ncchousing.org.uk/repairs-service-standards).

We've appointed a firm of surveyors, Savills, to check the condition of all the homes that we own so we can better understand the condition of your home and plan how best to maintain it in the future.

We've taken on more trades staff – including multi-skilled people who can fix more than one issue when you report them to us. And we're working with two contractor partners, **Lovell** and **United Living** who are doing some repairs work on our behalf – focussing on repairs that have been outstanding for a long time.

For tenants who are experiencing issues of damp, mould and condensation, we have a specialist team to help. There's also lots of advice and useful information on our website at [www.ncchousing.org.uk/damp-and-mould](http://www.ncchousing.org.uk/damp-and-mould).

And if, when we carry out the telephone surveys, you mention an issue with damp and mould we look into it straight away.

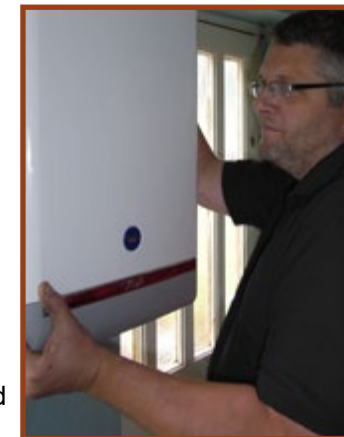
**We know that it will take time for the improvements we are making to have a real impact on satisfaction levels, but we're determined to continue to improve across all areas.**

## Find out more about performance on our website

We have a whole section on our website about our performance. Not only does it have all the information about Tenant Satisfaction Measures, we also publish monthly performance monitoring information about rents, repairs, staffing, complaints and compliance (including gas/electric safety checks).

These reports are critical to us improving services and senior leaders, Councillors and our newly formed Housing Assurance Board have the opportunity to scrutinise and challenge us on these.

They're available to view at [www.ncchousing.org.uk/performance](http://www.ncchousing.org.uk/performance).



# Menu of involvement

We want to make sure we are listening to you, acting on what you tell us and putting you at the heart of everything we do.

Providing you with meaningful, accessible and inclusive opportunities to give us your thoughts and ideas on what we do, how we do it and how well we're doing is the best way to help us improve services and support thriving neighbourhoods.

Our Menu of Involvement is all about showing you the variety of different ways you can get involved and make a positive difference.

All of our involvement opportunities are completely FREE and, where needed, we can provide free training and support as part of our Tenant Academy that will help you develop new skills and be the best that you can. And we have a dedicated team who will support you every step of the way.

There are many ways you can do this with a variety of opportunities to fit in your day-to-day life – find out more at [www.ncchousing.org.uk/menu-of-involvement](http://www.ncchousing.org.uk/menu-of-involvement).

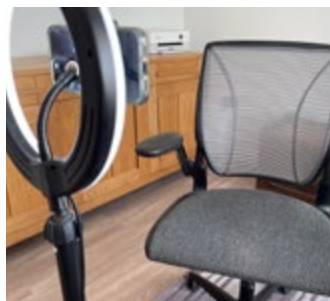


## The Diary Room is waiting for you...

Our 'Big Brother' style diary room sessions are a chance for you to share on film your experiences of being a tenant, to help us to improve, learn and shape our services.

The sessions we've run so far have been really useful – thank you to everybody who has taken part. We're running one more session before Christmas on **Thursday 12 December at 1pm** at our Camforth Court independent living community, Mildenhall Crescent, Bestwood Park, Nottingham NG5 5SE.

If you have a story to tell, good or bad and would be willing to take part, please email [nicola.perkins@nottinghamcity.gov.uk](mailto:nicola.perkins@nottinghamcity.gov.uk) or you can call or text her on **07581 063 184** to let us know you're coming or to find out more.



# Can we help you to find work?

We're committed to helping our tenants and leaseholders who are looking for work, to find work.

We offer a variety of opportunities to help you find a job. This includes practical support such as CV writing and interview skills, training opportunities and work experience.

To find out how we can help you, the best way to do that is to complete our short registration form on our website at [www.ncchousing.org.uk/employability-services](http://www.ncchousing.org.uk/employability-services). On that page you can also book a **FREE** 30 minute phone or video call with one of our team. Or why not come and see us at one of our Work Clubs and speak to one of our employment advisors to get advice on your next steps and to answer your questions.

Here's where we'll be:

**Bilborough Library**, Tuesdays 1pm to 3pm

**Clifton Library**, Tuesdays 10am to midday

**Dales Centre**, Wednesdays 10am to midday

**The Meadows Library**, Wednesdays 1pm to 3pm

**St Ann's Valley Library**, Wednesdays 10am to midday

**Hyson Green Library**, Thursday 10am to midday



## Making any New Year resolutions?

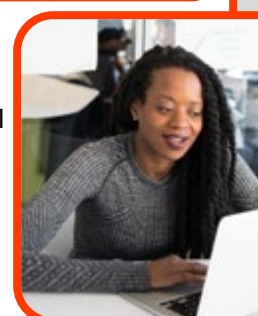
**This time of the year is a chance to reflect and think about what we might want to achieve in the coming year and many of us will be making New Year resolutions.**

If you'd like to make 2025 the year when you learn a new skill or get a qualification or two, our Tenant Academy can support you to make that resolution, one you can keep!

The Tenant Academy provides **FREE** training for Nottingham City Council tenants and leaseholders with a wide range of training and development opportunities available – online or face-to-face.

So, whether you're after support to find a job, after some accredited training from approved professional bodies or want to learn a new skill to increase your own personal development, get in touch to see how the Tenant Academy can help you.

Email [involved@nottinghamcity.gov.uk](mailto:involved@nottinghamcity.gov.uk) or you can text, or send us a WhatsApp, to **07584 003 457** and we'll be in touch.



# BUILDING A BETTER

# NOTTINGHAM

## Changes to council house funding

In late July, the Government announced changes that could help us fund the building of more council-owned homes.

We're looking at what sites we could potentially build homes on at the moment, and we'll tell you more once we have plans and funding in place.

Our current new build programme is progressing well. We've now handed over more than **100 new homes** at the Beckhampton Road development in Bestwood Park. All the houses on the development are now let, and residents are starting to move into the bungalows too. We are aiming to have all the **129 homes** let in the coming weeks.

At the Eastglade site, also in Bestwood, works are progressing well on the second phase of the development and our aim is to hand over the keys to some new tenants before Christmas. The remaining homes will be handed over in the first half of next year.

Work is due to start on our latest new build scheme, this time in St Ann's, in January. It will see **24 new homes** built at the Oakdene site that is towards the bottom of Woodborough Road.



Beckhampton Road



Eastglade site



Oakdene site

## Whole House Retrofit – making a difference!

Over the last few years, we've been improving homes across the city through our Whole House Retrofit (WHR) programme.

WHR tackles the least energy efficient housing and improves it by replacing or improving the elements that are contributing to the poor energy efficiency.

Here in Nottingham, WHR is delivered via the Destination Zero programme, using funding from the Social Housing Decarbonisation Fund. **129 properties** have received WHR improvements so far, including external wall insulation, loft insulation, air permeability improvements and new ventilation. Some properties have also had new boilers, window replacements and roofing repairs.

When interviewed before the works, most people said that their homes were hard to keep warm in winter and were draughty and damp. Over half of the households living in homes with poor energy efficiency included someone with a health condition that made them more vulnerable to cold-related ill-health.

Since WHR improvements were completed, **100% of residents** say they can now keep their home warm in winter. Draughts, damp and mould have all reduced.

One resident commented, *"I noticed in October how warm it still was in the house. You notice it straight away, that you're just so warm in the house. The house holds onto the heat, and when the heating comes on you can feel it heats the house quicker. We're not having to have the heating on as much."*

When interviewed after the works were completed, more residents said that they're in good or very good health.

**20%** said that WHR has improved their physical health, and **30%** that it has improved their mental health and wellbeing.

Additionally, every £1 spent on improving homes' energy efficiency saves the NHS an estimated 42p – which means that the WHR improvements we've made to the homes that need it the most could **save the NHS more than £1m in health costs**. It's a great outcome for everyone!



# ASB AWARENESS WEEK

## We want all our residents to feel safe where they live.

That's why, each year, we support ASB Awareness Week – to help raise awareness of anti-social behaviour, the impact it can have on the lives of those who are affected by it, how we can support residents who are suffering and how we will deal with those who are committing acts of ASB.

This year's week ran from 18 to 24 November and theme was **#MakingCommunitiesSafer**, but our commitment to tackling anti-social behaviour and hate crime in our communities is 365 days a year. If you're suffering as a result of any kind of ASB, don't suffer in silence. Please let us know and we'll do all we can to help you.

### You can report to us in a number of different ways:

- Downloading the **ReMOTE** reporting app – [www.ncchousing.org.uk/ReMOTE](http://www.ncchousing.org.uk/ReMOTE) to find out how
- Emailing [reportasb@nottinghamcity.gov.uk](mailto:reportasb@nottinghamcity.gov.uk)
- Calling us on **0115 746 9555**
- Text **REPORTASB** followed by your message to **80800** and we'll call you back.

If the incident involves a crime, you should report it to the police. If it's an emergency (property or life is at risk), dial **999**.

For non-emergencies, dial 101 first and then let us know by calling **0115 746 9555**. here's also lots of information on our website at [www.ncchousing.org.uk/asb](http://www.ncchousing.org.uk/asb). There you can also download our ASB leaflet, that has all the information about how we deal with ASB.

## YOU CAN HELP MAKE A DIFFERENCE

We have an ASB service user group made up of tenants and leaseholders who are helping us to make sure our ASB service is the best that it can be. We're always looking for more people to join so if you're passionate about dealing with ASB and have thoughts and ideas about how we can improve, please get in touch. Email [involved@nottinghamcity.gov.uk](mailto:involved@nottinghamcity.gov.uk).

## MEDIATION – IT CAN REALLY WORK!

Conflict can be stressful – particularly if it involves your neighbours or people you see regularly. We offer FREE, confidential and impartial mediation from accredited volunteers who can work with you to resolve differences and to try and make things better.

And it can really work. Just recently our mediators have helped to resolve a long-standing issue between two neighbours in the Broxtowe area that had been getting worse and had involved the police and other agencies.

Both neighbours agreed to mediation to try and solve their disputes. Meeting face-to-face with a mediator an agreement was made between them that they were both happy with. Since then, the issues have stopped and both neighbours feel the mediation has helped.

If you're interested in mediation, email [community@nottinghamcity.gov.uk](mailto:community@nottinghamcity.gov.uk) or call us on **0115 746 9138**.

## DOMESTIC ABUSE

Domestic abuse is a problem that lurks behind closed doors and all too often those who are the victims suffer in the silence that surrounds it.

We want you to know that you are not alone. We're committed to supporting anybody affected by domestic abuse and taking the strongest possible action against perpetrators of domestic abuse. We work in partnership with organisations and specialist domestic abuse services across the city to support survivors.

If you're suffering, please report it to us using the details in the left-hand white box. And if you suspect somebody might be experiencing domestic abuse, please don't do nothing – tell someone.



There are a number of agencies in Nottingham that can provide support and advice, including:

Juno Women's Aid – You can call their 24 hour Domestic and Sexual Violence Helpline on **0808 800 0340** or go to [www.junowomensaid.org.uk](http://www.junowomensaid.org.uk).

Equation – Nottingham based charity that works with the whole community to reduce the impact of domestic abuse, sexual violence and gender inequality. [www.equation.org.uk](http://www.equation.org.uk).

Nottinghamshire sexual violence support service – [www.nottsvss.org.uk](http://www.nottsvss.org.uk) or call **0115 941 0440**.

## TENANCY FRAUD

Last month we also supported International Fraud Awareness Week that ran from 17 to 23 November.

We take issues of tenancy fraud very seriously as we want to make sure that only genuine people with real housing need, live in our homes.

### Tenancy fraud is usually one of the following:

- subletting your home (or part of it) to someone we know nothing about
- not living in the property as your main home
- not being truthful about who you are or the circumstances you're in so that we let a home to you
- key selling – that is passing on your key to someone else for payment.

## HOW YOU CAN HELP US

We have a dedicated team of Fraud Investigators who investigate all reports of tenancy fraud.

We're determined to do all we can to stop the few people who are taking advantage of the system to get a home they're not entitled to.

You can help us by reporting anybody you suspect of committing tenancy fraud, you can call us in confidence on **0115 915 2222** or text the word **EMPTY** followed by your name and number to **80800** or you can email [socialfraud@nottinghamcity.gov.uk](mailto:socialfraud@nottinghamcity.gov.uk).

# Resident Engagement in Building Safety Strategy – we want your views

The safety of our residents is our number one priority, and getting your thoughts and ideas on how we communicate information about safety to you is really important.

That's why we want the views of residents on an update to our existing strategy around how we engage and involve residents in building safety so that you can live happily and safely in your home. Although this is aimed primarily at residents who live in our high-rise blocks, we welcome the views of all our residents.

We've created a dedicated page on our website where you can download the draft strategy and where you can also complete an online form to give us your thoughts. It's quite a detailed document and not something that we expect you to go through word-for-word. What we're really interested in is if you think it has the right approach to how we communicate with you around safety – or if you think something is missing.

What you tell us will help us to develop this further to make sure we are communicating with you in a way that makes you feel safe in your home, that you know how to report safety issues and that you know what to do in the case of an emergency. The survey is anonymous, although there is an option at the end of the survey to leave your contact details if you would like us to follow up with you on any of the comments you've made.

Go to [www.ncchousing.org.uk/reibs](http://www.ncchousing.org.uk/reibs) or scan this QR code. Please give us your views by **Friday 31 January**. Thank you.



# National Social Housing Safety and Compliance Week



We supported National Social Housing Safety and Compliance Week, that ran from **18 to 22 November**. Your safety is our number one priority.

Here are a just a few of the things we've done in the last year:

- Domestic Full Management Surveys: **24,746**
- Fire risk assessments: **300**
- Gas Servicing: **22,629**
- Carbon Monoxide detector maintenance: **21,124**
- Smoke detector maintenance: **23,938**
- Flat door checks: **1,611**
- Sprinkler system maintenance: **257**
- Lift maintenance: **55**

A key theme of the week is Together with Residents, which focusses on how we listen, work with, and support you to keep you, your families and your communities safe. If you've got any immediate safety concerns, please let us know. You can call us on **0115 915 2222**, Monday to Friday, 8.30am to 5pm (or 24 hours a day in an emergency).

If you'd like to explore more ways you can get involved, make your voice heard, and make a positive difference, please visit our website at [www.ncchousing.org.uk/menu-of-involvement](http://www.ncchousing.org.uk/menu-of-involvement).

## Fire safety in flats

All blocks of flats are built with fire safety in mind, so that if there is a fire, it is unlikely to spread to any other flats or common areas.

However fire safety is everybody's responsibility, so please make sure that you're familiar with the fire safety notices in your building, especially fire action notices and emergency escape plans.

You can also read more on our website [www.ncchousing.org.uk/fire-safety-in-flats](http://www.ncchousing.org.uk/fire-safety-in-flats).

## High-rise events

If you live in one of our high-rise blocks, we'll also be holding events in January where you can come and talk to us about this. Keep a look out for the dates for these that we'll be publicising in your blocks soon.



# Responsible Tenant Reward

A big thank you to all of you who have been managing your tenancies responsibly and have been successful in receiving this year's Responsible Tenant Reward.



Letters letting you know if you have been successful are landing on doormats now and for most of you, the letter should give you all the information you need without the need to call.

Once you have received your confirmation letter, you can consider what to do with any credit remaining on your rent account. If you pay your rent by Direct Debit, you'll be refunded automatically. Otherwise, it's a good idea to keep the credit on your rent account to help you with any further changes in your circumstances.

Or, if you're absolutely sure you want a refund, you can complete a refund request form that's available on our website at [www.ncchousing.org.uk/rtr](http://www.ncchousing.org.uk/rtr).

## Unsuccessful?

If you haven't been successful in receiving the reward, your letter will tell you why.

If you disagree with the decision, you have the right to appeal and you can do that online using the web address above.

Please carefully consider if the reason(s) given for you not qualifying are correct or not, before appealing. Any appeals must be made no later than **Friday 31 January**.

Full terms and conditions about the reward are also available on our website.

## The future of the Responsible Tenant Reward

If you're a Nottingham City Council tenant or you have a Nottingham City Homes social housing tenancy, you'll have a letter enclosed with this newsletter to let you know that we're considering stopping the Responsible Tenant Reward after this year, and to get your views on options for what we could use the money for instead.

Please take the time to read this, and to give us your views using the details in the letter by **no later than Sunday 5 January 2025**.



Nottingham City Council

Housing Services

# News in brief

## Parking matters

If you live in a block of flats, whether it's high or low-rise, please park considerately.

Hatched areas (with the yellow criss-cross lines) are there to keep areas clear so that emergency vehicles such as ambulances and fire engines can get close to the building if they need to – and if you park in these areas, you'll be in the way if the worst happens.

We're also aware that some car parks have cars in them that are untaxed or SORNed – please be aware that it's against the law to keep such vehicles in our car parks – they must be kept elsewhere.

Have you thought about renting a garage for your untaxed or SORNed vehicle? There's more information on our website – just search 'garages' from the homepage.



## You said... we did!

The feedback you give to us about our services is really important and helps us to improve.

Here are just a few examples we've recently received and what we've done with what you've told us.

### You said...

You were unhappy with the way some of the calls were handled when you contacted us.

### We did...

We've been reviewing call quality controls to improve quality across our call centre.

### You said...

Communication could be better between the staff who visit your home and the staff who work in the call centre.

### We did...

We've made changes to our systems to let staff in our call centre see any details from any home visits to help them answering your questions when you call us.

### You said...

We need to listen more when dealing with your reports of ASB.

### We did...

We've reviewed our information and training for staff on effective handling of ASB to make sure we listen more to your concerns.

# Our services over Christmas

On behalf of everyone at Nottingham City Council Housing Services, we wish you a merry Christmas and a happy new year. If you need us over the Christmas period, details about our services are listed below.

## Repairs

Non-emergency repairs can be reported online at [www.ncchousing.org.uk/report-a-repair](http://www.ncchousing.org.uk/report-a-repair) 24 hours a day throughout Christmas and all year round. They can also be reported up until 5pm on **Tuesday 24 December** by calling **0115 915 2222**.

**Wednesday 25 to Thursday 26 December** – 24 hours emergency repairs service only by calling **0115 915 2222**.

**Friday 27 December to Tuesday 31 December** – during this time, we'll make safe any emergency repairs that you report. We'll also attend some other priority repairs – although waiting times may be slightly longer due to reduced staffing over the Christmas period.

**Wednesday 1 January** – 24 hours emergency repairs service only by calling **0115 915 2222**.

**Thursday 2 January** – our normal repairs service will begin at 8.30am.

## Paying your rent

You can pay your rent 24 hours a day online at [www.ncchousing.org.uk/pay-your-rent](http://www.ncchousing.org.uk/pay-your-rent) or by calling the 24 hour automated payment line on **0800 052 0173**.

For rent enquiries over Christmas, we'll be available to help up **until 5pm on Tuesday 24 December** and then on **Friday 27 December** and **Monday 30 December** to **Tuesday 31 December** between 8.30am and 5pm by calling **0115 915 4920**. Our normal rent service will begin again from 8.30am on **Thursday 2 January**.

## Housing Services

We'll be available to help until **5pm on Tuesday 24 December** and then on **Friday 27 December** and **Monday 30 December** to **Tuesday 31 December** between 8.30am and 5pm by calling **0115 746 9555**. Our normal housing service will begin again from 8.30am on **Thursday 2 January**.

